TOWN OF JEROME

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STAFF SUMMARY REPORT

FROM:	Brett Klein, Town Manager/Clerk
ITEM:	**Item: Consider Selecting a Vendor and Entering into an Agreement for a New ERP System**
MEETING DATE:	November 10, 2026

Summary:

The Town entered into an agreement for its first true Enterprise Resource Planning (ERP) financial software suite approximately four years ago with Caselle. We have received numerous efficiency benefits compared to our past patchwork systems. However, we have also experienced many problems and our Town appears to be too insignificant for Caselle to bother to fix the issues. One of those issues should have only required a minor fix, but four years later we still have the same issue – revenues listed as expenditures in our budget document headers for some funds. Moreover, support has been less than acceptable with staff often waiting days for a critical issue to be resolved.

The transition to a new ERP is a time-consuming, intensive planning task, which has kept us from following through with a new vendor for a couple of years. However, with the decreasing reliability in support, the failure to fix old issues and the ever-increasing cost from our current vendor, Caselle, the time to transition is now.

There are few ERP's that make sense for a town our size with limited budget resources, while still delivering a robust product with adequate support. Staff sought out to investigate the two most widely used in the southwestern region and throughout Arizona for communities under 25,000 population, who also have systems experience meeting the needs of much larger communities. Staff examined both Tyler Technologies, ERP Pro, and Springbrook Holding Company, LLC, Springbrook ERP. The demonstrations staff participated provided a slight edge to Tyler ERP Pro, and I have worked many years with Tyler Technologies products. The ease of obtaining information, comprehensive reference checks and pricing are in favor of Springbrook. Springbrook would like to continue to gather clients in the State and aggressively priced their product to include the elimination of any up-front implementation costs (generally $50,000-$100,000+).

Fiscal Impact:

Approximately $6,700 more per year than Caselle for the staff-recommended 5-year low overall bidding vendor (Springbrook) with locked in maximum escalations of 5%, compared to the unknown annual increases from Caselle who have averaged approximately that much or more over the last few years.

Recommendation:

Staff recommend entering into the attached agreement with Springbrook.